

Claims

5 What is claimed is:

1. A remotely initiated document request fulfillment system,
comprising:

at least one document request device, the at least one document request
device comprising an input device and a wireless transmitter;

10 a central station, the central station comprising a plurality of requestable
documents, a receiver, and a document deliverer, wherein said document deliverer
transmits at least one requested document to a destination according to at least one
instruction of the processor, wherein the at least one instruction is according to the at
least one document request communicably received at the receiver from the transmitter.

15 2. A remotely initiated document request fulfillment system
according to claim 1, wherein the wireless transmitter comprises a transmitter in
communication with a cellular telephone network.

20 3. A remotely initiated document request fulfillment system
according to claim 1, wherein the wireless transmitter comprises a transmitter in
communication with a satellite cellular telephone network.

4. A remotely initiated document request fulfillment system according to claim 1, wherein the wireless transmitter comprises a radio frequency transmitter, and the central station receiver comprises a radio frequency receiver, wherein
5 said wireless transmitter transmits on a frequency which is receivable by the central station receiver.

5. A remotely initiated document request fulfillment system according to claim 1, wherein the document request device further comprises a display
10 device, said display device for displaying information regarding documents available for request, said display device further issuing at least one user prompt to enter information identifying a destination for a requested document.

6. A remotely initiated document request fulfillment system according to claim 5, wherein the display device comprises a touch sensitive flat panel
15 display, said touch sensitive flat panel display receiving input through contact between a surface of the display and a pointer.

7. A remotely initiated document request fulfillment system
20 according to claim 6, wherein the pointer is a stylus.

8. A remotely initiated document request fulfillment system according to claim 6, wherein the pointer is a finger of an operator.

9. A remotely initiated document request fulfillment system according to claim 1, wherein the document deliverer comprises a facsimile transmitter.

10. A remotely initiated document request fulfillment system according to claim 1, wherein the document deliverer comprises a means for generating a copy of a requested document, and transmitting the copy of a document to a requester via a mail service.

11. A remotely initiated document request fulfillment system according to claim 1, wherein the document deliverer comprises at least one connection between the central station and the Internet, and a means for generating an e-mail transmission including a copy of a requested document.

12. A remotely initiated document request fulfillment system according to claim 1, wherein the central station is capable of modifying a requestable document based on information associated with a request.

13. A remotely initiated document request fulfillment system according to claim 12, wherein the information is at least one geographic location to which the document is to be delivered.

5 14. A remotely initiated document request fulfillment system according to claim 12, wherein the information associated with a request is the identity of an entity to which the document is to be delivered.

10 15. A remotely initiated document request fulfillment system according to claim 12, wherein the information associated with a request describes a transaction between a requester and a representative.

15 16. A remotely initiated document request fulfillment system according to claim 1, wherein the document request device further comprises memory, said memory for storing an operating program for the document request device, and information identifying requestable documents.

20 17. A remotely initiated document request fulfillment system according to claim 16, wherein the document request device memory is further capable of storing information identifying whether certification is required before a requested document can be transmitted to a requester.

18. A remotely initiated document request fulfillment system according to claim 16, wherein the document request device further comprises an interface for receiving updated operating program information, said updated information identifying requestable documents.

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19. A remotely initiated document request fulfillment system according to claim 1, wherein the document deliverer further transmits a report to a third party, said report informing the third party of the transmission of a requested document.

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20. A remotely initiated document fulfillment system, comprising:

at least one programmable document request device, the at least one programmable document request device including memory, a processor, a reconfigurable display, an input means, a document request device wireless transceiver, and a document request system operating program;

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a central station, the central station including a plurality of requestable documents, a central station wireless transceiver, and a document delivery means, said document delivery means for transmitting a requested document to a destination;

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wherein the document request device wireless transceiver of the at least one document request device is communicably connected to the central station wireless transceiver, said document request device wireless transceiver broadcasting information requesting delivery of a requestable document in response to input entered into the document request device.

21. A remotely initiated document fulfillment system according to claim 20, wherein a list of requestable documents is stored in the document request device memory.

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22. A remotely initiated document fulfillment system according to claim 21, wherein the requestable documents include documents which by regulation may not be distributed by a representative.

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23. A remotely initiated document fulfillment system according to claim 22, wherein the document delivery means is further for transmitting a report to a third party when a document which by regulation may not be distributed by a representative is transmitted to a destination.

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24. A remotely initiated document fulfillment system according to claim 21, wherein the requestable documents include documents which are modifiable by the central station.

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25. A remotely initiated document fulfillment system according to claim 24, wherein the modifiable documents include business documents, said business documents being modifiable based on information associated with a document request.

26. A remotely initiated document fulfillment system according to claim 25, wherein the information associated with a document request includes the identity of a representative requesting a document.

5 27. A remotely initiated document fulfillment system according to claim 25, wherein the information associated with a document request includes information describing a transaction between an entity to whom a document is to be delivered and a representative.

10 28. A remotely initiated document fulfillment system according to claim 20, wherein said document delivery means further for transmitting reports to third parties, said reports associated with the delivery of a document.

29. A remotely initiated document fulfillment system, comprising:

a plurality of document request devices, said devices including a personal digital assistant, the personal digital assistant including a wireless transceiver, document request software, and a list of requestable documents;

5 a central station, the central station including a means for receiving a broadcasted document request, a document database, a fax delivery means, and an e-mail delivery means; and

10 a wireless communications network, said wireless communications network being communicably connected with a wireless transceiver of a document request device, said wireless communication network further being communicably connected with the central station, said wireless communications network passing communications between the central station and a document request device.

15 30. A remotely initiated document delivery system according to claim 29, wherein the central station further comprises a document delivery reporting means, said document delivery reporting means for delivering a report associated with the delivery of a document to a third party.

31. A remotely initiated document fulfillment system, comprising:

a plurality of document request devices, said devices including a personal digital assistant, the personal digital assistant including a cellular transceiver, document request software, and a list of requestable documents;

5 a central station, the central station including a means for receiving a broadcasted document request, a document database, a fax delivery means, and an e-mail delivery means, wherein the means for receiving a broadcasted document request comprises an interface to a publicly switched telephone network; and

10 a cellular network, said cellular network being communicably connected with the cellular transceiver of a document request device, said cellular network further being communicably connected with the central station by a publicly switched telephone network, said cellular network passing communications between the central station and a document request device.

15 32. A remotely initiated document delivery system according to claim 21, wherein the central station further comprises a document delivery reporting means, said document delivery reporting means for delivering a report associated with the delivery of a document to a third party.

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33. A remotely initiated document fulfillment system, comprising:

a plurality of document request devices, said devices including a personal digital assistant, the personal digital assistant including a wireless transceiver, document request software, and a list of requestable documents;

5 a central station, the central station including a means for receiving a broadcasted document request, a document database, a fax delivery means, and an e-mail delivery means, wherein the means for receiving a broadcasted document request comprises an Internet interface; and

10 a wireless communications network, said wireless communications network being communicably connected with a wireless transceiver of a document request device, said wireless communication network further being communicably connected with the central station by the Internet, said wireless communications network passing communications between the central station and a document request device.

15 34. A remotely initiated document delivery system according to claim 33, wherein the central station further comprises a document delivery reporting means, said document delivery reporting means for delivering a report associated with the delivery of a document to a third party.

35. A remotely initiated document fulfillment system, comprising:

a plurality of document request devices, said devices including an application specific device, the application specific device including a wireless transceiver, document request software, application specific software, and a list of requestable documents;

a central station, the central station including a means for receiving a broadcasted document request, a document database, a fax delivery means, and an e-mail delivery means; and

a wireless communications network, said wireless communications network being communicably connected with a wireless transceiver of an application specific device, said wireless communication network further being communicably connected with the central station, said wireless communications network passing communications between the central station and a document request device.

36. A remotely initiated document delivery system according to claim 35, wherein the central station further comprises a document delivery reporting means, said document delivery reporting means for delivering a report associated with the delivery of a document to a third party.

37. A remotely initiated document fulfillment system, comprising:

a plurality of document request devices, said devices comprising a application specific device, the application specific device including a cellular transceiver, document request software, application specific software, and a list of requestable documents;

a central station, the central station including a means for receiving a broadcasted document request, a document database, a fax delivery means, and an e-mail delivery means, wherein the means for receiving a broadcasted document request comprises an interface to a publicly switched telephone network; and

a cellular network, said cellular network being communicably connected with the cellular transceiver of a document request device, said cellular network further being communicably connected with the central station by a publicly switched telephone network, said cellular network passing communications between the central station and a document request device.

38. A remotely initiated document delivery system according to claim 37, wherein the central station further comprises a document delivery reporting means, said document delivery reporting means for delivering a report associated with the delivery of a document to a third party.

39. A remotely initiated document fulfillment system, comprising:

a plurality of document request devices, said devices comprising at least one application specific device, the application specific device including a wireless transceiver, document request software, application specific software, and a list of requestable documents;

a central station, the central station including a means for receiving a broadcasted document request, a document database, a fax delivery means, and an e-mail delivery means, wherein the means for receiving a broadcasted document request comprises an Internet interface; and

a wireless communications network, said wireless communications network being communicably connected with a wireless transceiver of a document request device, said wireless communication network further being communicably connected with the central station by the Internet, said wireless communications network passing communications between the central station and a document request device.

40. A remotely initiated document delivery system according to claim 39, wherein the central station further comprises a document delivery reporting means, said document delivery reporting means for delivering a report associated with the delivery of a document to a third party.

41. A method for providing a remotely initiated document request fulfillment service, comprising the steps of:

identifying a document being requested;

determining a delivery method for transmitting the desired document to a delivery destination;

determining a delivery destination for delivering the desired document;

transmitting the document request to a central station, said document request identifying the requested document and the destination for the document, said transmission utilizing a wireless transmission from the document request device;

receiving said document request at a central station;

transmitting to the document request device a verification that the document request has been received; and

transmitting the requested document to the delivery destination associated with the document request.

42. A method for providing a remotely initiated document request fulfillment service according to claim 41, further comprising the steps of:

determining whether requester certification is required before the desired document can be transmitted; and

when requester certification is required before the desired document can be transmitted, obtaining from the requester a certification for the request.

43. A method for providing a remotely initiated document request fulfillment service according to claim 41, further comprising the steps of:

transmitting to the document request device a verification that the requested document has been transmitted to the delivery destination after the document has been transmitted to the delivery destination.

44. A method for providing a remotely initiated document request fulfillment service according to claim 41, wherein the method further comprises the steps of:

the central station determining whether the requested document should be modified in accordance with information associated with the document request;

when the requested document should be modified, modifying the requested document based on information associated with the delivery destination.

45. A method for providing a remotely initiated document request fulfillment service according to claim 41, wherein the method further comprises the steps of:

the central station determining whether the requested document should be modified in accordance with information associated with the document request;

when the requested document should be modified, modifying the requested document based on information associated with a transaction between a representative and an entity associated with the delivery destination.

46. A method for providing a remotely initiated document request fulfillment service according to claim 41, wherein the method further comprises the steps of:

the central station determining whether the requested document should be modified in accordance with information associated with the document request;

when the requested document should be modified, modifying the requested document based on information associated with an entity associated with the delivery destination.

47. A method for providing a remotely initiated document request fulfillment service according to claim 41, wherein the step of transmitting the requested document to the delivery destination comprises generating a facsimile transmission of the requested document, and transmitting the facsimile transmission to a fax machine.

48. A method for providing a remotely initiated document request fulfillment service according to claim 41, wherein the step of transmitting the requested document to the delivery destination comprises generating a facsimile transmission of the requested document, and transmitting the facsimile transmission to a destination address, wherein the delivery destination is an Internet address.

49. A method for providing a remotely initiated document request fulfillment service according to claim 41, wherein the step of transmitting the requested document to the delivery destination comprises generating an e-mail transmission of a copy of the requested document, and transmitting the transmission to an e-mail address, said transmission being transmitted via the Internet.

50. A method for providing a remotely initiated document request fulfillment service according to claim 41, wherein the step of transmitting the document request to a central station further comprises the steps of:

broadcasting the document request to a wireless communications network;

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relaying the broadcasted document request to a central station via the wireless communications network.

51. A method for providing a remotely initiated document request fulfillment service according to claim 41, wherein the step of transmitting the document request to a central station further comprises the steps of:

broadcasting the document request to a wireless communications network;

and

receiving the broadcasted document request at the wireless communications network; and

relaying the received broadcasted document request to a central station via a publicly switched telephone network.

52. A method for providing a remotely initiated document request fulfillment service according to claim 41, wherein the step of transmitting the document request to a central station further comprises the steps of:

broadcasting the document request to a wireless communications network;

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receiving the broadcasted document request at the wireless communications network; and

relaying the received broadcasted document request to a central station via a computer network.

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53. A method for providing a remotely initiated document request fulfillment service according to claim 52, wherein the computer network is the internet.

54. A method for providing a remotely initiated document request fulfillment service according to claim 41, further comprising the step of transmitting a document delivery report to a third party.

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55. A method for providing a remotely initiated document request fulfillment service according to claim 54, wherein the step of transmitting a document delivery report to a third party comprises informing a regulatory entity of the delivery of a restricted delivery document.

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56. A document delivery fulfillment service according to claim 54,
wherein the step of transmitting a document delivery report comprises informing a
follow-up representative of the delivery of the requested document to a destination.

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11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000